

DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY MATERIEL COMMAND
5001 EISENHOWER AVENUE, ALEXANDRIA, VA 22333-0001

AMC REGULATION
NO. 735-5

9 February 1990

Property Accountability

PROCESSING REPORTS OF DISCREPANCY
AT AMC ACCOUNTABLE SUPPLY DISTRIBUTION ACTIVITIES AND DEPOTS

Issue of supplements to this regulation is prohibited without prior approval from the Commander, USAMC Materiel Readiness Support Activity (AMXMD-SS), Lexington, KY 40511-5101.

| | Paragraph | Page |
|---|-----------|------|
| CHAPTER 1 INTRODUCTION | | |
| Purpose..... | 1-1 | 1-1 |
| Applicability..... | 1-2 | 1-1 |
| References..... | 1-3 | 1-1 |
| Explanation of acronyms, terms, and codes..... | 1-4 | 1-1 |
| Reporting criteria..... | 1-5 | 1-1 |
| Responsibilities..... | 1-6 | 1-1 |
| CHAPTER 2 PROCESSING REPORT OF DISCREPANCY | | |
| General..... | 2-1 | 2-1 |
| Discrepancy codes C1, C2, or C3 (condition of materiel)..... | 2-2 | 2-3 |
| Discrepancy code D or T Series (missing supply documentation or item technical data marking) with action code 1C..... | 2-3 | 2-4 |
| Discrepancy code M1 (misdirected materiel)..... | 2-4 | 2-4 |
| Discrepancy code 01, 02, or 03 (overage/duplicate shipment)..... | 2-5 | 2-5 |

* This regulation supersedes AMC-R 735-5, 1 September 1985.

| | Paragraph | Page |
|--|-----------|--------------|
| Discrepancy code P1, P2, P3, or P4 (packaging discrepancy)..... | 2-6 | 2-6 |
| Discrepancy code Q1 (product quality deficiencies, applicable to Grant Aid and FMS shipments only).... | 2-7 | 2-6 |
| Discrepancy code S1, S2, or S3 (shortage of materiel)..... | 2-8 | 2-8 |
| Discrepancy code W1 or W2 (wrong item)..... | 2-9 | 2-7 |
| Discrepancy code Z1 or action code 1Z (other discrepancy/other action requested)..... | 2-10 | 2-8 |
| Processing RODs for basic issue items (BII) of major items assemblages when submitted by posts, camps, or stations..... | 2-11 | 2-8 |
| Processing RODs against materiel returned to include BII and component of end items (COEI) when returned from posts, camps, or stations..... | 2-12 | 2-8 |
| Processing total package fielding (TPF) RODs..... | 2-13 | 2-10 |
| Processing Rapid ROD Interrogation Program (RRIP) RODs..... | 2-14 | 2-11 |
| RODs against General Service Administration (GSA) and Defense Logistic Agency (DLA) materiel..... | 2-15 | 2-12 |
| APPENDIX | | |
| A. Maintenance of ROD register for depots..... | A-1 | A-1 |
| B. Maintenance of ASDA ROD Document Management Number (DMN) register..... | B-1 | B-1 |
| C. Standard Form 384..... | C-1 | C-1 |
| D. Decision logic table for submission of shipping-type item discrepancy..... | D-1 | D-1 |
| Decision logic table for submission of packaging discrepancy..... | D-2 | D-2 |
| E. ROD inquiry Electronic Mail (E-Mail) (example)..... | E-1 | E-1 |
| ROD response Electronic Mail (E-Mail) (example)..... | E-2 | E-2 |
| F. Instructions for submitting completed/information RODs to AMCPSCC..... | F-1 | F-1 |
| G. References..... | G-1 | G-1 |
| GLOSSARY | | GLOSSARY - 1 |

CHAPTER 1 INTRODUCTION

1-1. Purpose. This regulation prescribes policies and procedures for processing SF 364, Report of Discrepancy (ROD), at Accountable Supply Distribution Activities (ASDA) and depots. The purpose of the AMC ROD program is to identify problems for correction, to increase customer readiness, and to identify potential fraud, waste, and abuse.

1-2. Applicability. This regulation applies to --

- a. U.S. Army Materiel Command (AMC).
- b. ASDA.
- c. Service Item Control Centers (SICC).
- d. U.S. Army Depot System Command (DESCOM).
- e. USAMC Materiel Readiness Support Activity (MRSA).
- f. AMC Packaging, Storage, and Containerization Center (AMCPSCC).
- g. U.S. Army Defense Ammunition Center and School (USADACS).
- h. AMC depots, plants, and arsenals.

1-3. References. Required and related publications are listed in **appendix G**.

1-4. Explanation of acronyms, terms, and codes. Acronyms and terms used in this regulation are defined in the glossary. Discrepancy and action codes are listed on the sample SF 364 in appendix C.

1-5. Reporting criteria. The decision logic tables for the submission of SF 364, shipping-type item discrepancy and the SF 364, packaging discrepancy are provided in appendix D.

1-6. Responsibilities. a. HQ AMC will --

(1) Prescribe basic policies and procedures for processing, controlling, billing, and providing credit for RODs.

(2) Designate the final arbitrator for unresolved and contested RODs appealed by requisitioners under the provisions of AR 735-11-2/DLAR 4140.55/NAVMATINST 4355.73B/AFR 400.54/MCO 4430.3H, Reporting of Item and Packaging Discrepancies. (Hereafter, referred to as AR 735-11-2).

(3) Provide quarterly review and analysis status to the AMC Commander.

(4) Establish and coordinate training programs pertaining to ROD processing.

(5) Provide membership to the Deficiency Reporting System (DRS) Functional Coordinating Group (FCG).

(6) Serve as Chairman of the ROD Technical Advisory Group (TAG).

b. The Director, AMCPSCC will --

(1) Administer the Department of the Army (DA) Packaging Discrepancy Program for general supply items and provide a source of data which will be used to evaluate/identify problem areas.

(a) Serve as control point for packaging-type discrepancies.

(b) Ensure proper routing of SF 364.

(c) Maintain followup to ensure timely investigation and adequate corrective action.

(d) Analyze SF 364 data for trends and problem areas in packaging or related fields that may require changes to the packaging analysis program and the standardization program, packaging and unitization drawings/procedures, and disseminate findings and recommendations for system improvements.

(e) Conduct studies, collect and compile historical and statistical data on packaging discrepancies, prepare and distribute an annual summary of packaging discrepancies.

(f) Maintain a direct line system for reporting packaging discrepancies for general supplies. The system permits depots and other receiving activities to telephone direct using Automatic Voice Network (AUTOVON) 795-7142 and provides essential data for preparing the SF 364. AMCPSCC will then prepare and distribute the SF 364 (including a copy to the reporting activity), and follow up, as required, until a satisfactory closeout action is received. The direct line system is provided as a convenience to reporting activities; however, it is not offered as a substitute for the immediate reporting of conditions of materials, as specified in paragraph VIA2b, AR 735-11-2. Reports made by the direct line system will be followed with a copy of the DD Form 1348-1, (DOD Single Line Item Issue Release/Receipt Document) and photographs, employing the use of a ruler in the photograph to show relative sizes. Polaroid photographs are authorized, but an 8-by 10-inch photograph is preferred when greater detail is essential.

(2) Administer the Central Repository for Report of Discrepancies (CERROD) program.

(3) Act as final arbitrator for unresolved and contested Army RODs, as designated by HQ AMC.

(4) Provide membership to the ROD TAG.

c. Director, USADACS will --

(1) Administer the DA Packaging Discrepancy Program for ammunition and explosives as stated in paragraph 1-6b(1)(a) through 1-6b(1)(e).

(2) Provide membership for the ROD TAG.

d. The Commander of each ASDA will --

(1) Develop internal operating procedures for the implementation of this regulation.

(2) Designate an action officer for the Customer Feedback Center (CFC).

(3) Isolate and report to the local criminal investigation department as appropriate, possible abuses or criminal activity by reporting activities identified during the ROD resolution process.

(4) Control ROD processing time.

(5) Provide membership to the ROD TAG.

e. The CFC at each ASDA will --

(1) Establish and maintain the Document Management Number (DMN) register as prescribed in **appendix B**.

(2) Assign DMN and provide initial input of all RODs into the DRS.

(3) Forward RODs to the Central Inventory Accounting Branch (CIAB).

f. The CIAB at each ASDA will --

(1) Receive RODs from the CFC.

(2) Process shortages, overages, misdirected shipments, and wrong item RODs.

(3) Forward packaging discrepancies to the packaging office for action/disposition.

(4) Forward contractor/manufacturer or vendor shipment discrepancies to the procurement office for action/disposition.

(5) Ensure that all ROD replies are provided within 75 calendar days.

(6) Maintain and track all open RODs within the DRS.

(7) Ensure that ROD research accomplished or requested is documented and completed as prescribed in this regulation.

(8) Coordinate with the Directorate for Procurement on validated contracting deficiencies.

(9) Validate the reported discrepancy. This may require support from other sources such as the shipping depot or the contracting officer.

(10) Use E-Mail ([appendix E](#)) to request shipping depot to research and take appropriate action, per [AMC-R 740-17](#), Inventory Accountability.

(11) Request that billing adjustments be approved/processed by the Finance and Accounting Officer (FAO).

(12) Authorize or make applicable adjustments to accountable records.

(13) Appoint a Rapid ROD Interrogation Program (RRIP) clerk.

(14) Close all RODs in DRS.

(15) On completion of the ROD, post the DRS with action taken/code and completion date. Forward a copy of the ROD to the AMCPSCC per [appendix F](#), unless a waiver was granted by HQ AMC.

g. The Packaging Office at each ASDA will --

(1) Receive the packaging ROD from the CIAP. For packaging ROD received directly, forward to the CFC for the initial input into the DRS.

(2) Validate the reported discrepancy. This may require support from other sources such as the shipping depot or the contracting officer.

(3) Furnish a copy of the completed SF 364 packaging ROD to the AMCPSCC for general supply items and to the USADACS for ammunition items when the report indicates the omission of these monitoring offices in the original distribution.

(4) Investigate the cause of the discrepancy and review corrective action reported for conformance to AMC policy, taking into consideration the technical requirements of individual items.

(5) Coordinate with the Directorate for Procurement on validated contractor packaging deficiencies.

(6) Recommend to the CIAB that billing adjustment be approved/processed by the FAO.

(7) Request the CIAB make adjustments to accountable records.

(8) Inform the reporting activity of corrective action within 75 days.

h. The Accountable Property Officers at each ASDA will --

(1) Act as the final arbitrator on RODs contested internally or appealed to the ASDA by the reporting activity. Unresolved or contested RODs from the field will be processed through AMCPSCC.

(2) Authorize or delegate authorization for all billing adjustments to requisitioners, or inventory adjustments to the ASDA accountable record resulting from research of the RODs by the CIAB.

i. The Directorate for Procurement at each ASDA will --

(1) Appoint a central control point for tracking and controlling RODs related to shipment discrepancies received from the contractor-manufacturer or vendor shipments.

(2) Receive procurement related RODs from the CIAB.

(3) Review incoming procurement RODs to assure contractual requirements are met.

(4) Take appropriate action to correct deficiencies or request funds from the contractor, when contract requirements are not met.

(5) Effect contractual changes, when contractual requirements are inadequate.

(6) Utilize management information from the DRS to identify trends/systemic problems.

(7) If continued evidence of contractor nonperformance becomes available, initiate action to include the contractor on the contractors requiring special attention list. Recover the Government's rights, only when it is in the Government's interest.

j. The Commander, MRSA will --

(1) Maintain this regulation and furnish coordinated changes and revisions to Commander, HQ AMC, ATTN: AMCSM-MTI, for approval and publication.

(2) Serve as alternate Army ROD focal point.

(3) Maintain HQ AMC, DRS data base.

(4) Serve as HQ AMC, executive agent to customer assistance program and DRS.

(5) Serve as systems design agency for HQ AMC, DRS data base.

(6) Serve as alternate/assistant chairman to the ROD FAO.

k. The Commander, DESCOM will --

(1) Develop internal operating procedures for the implementation of this regulation.

(2) Provide membership to the ROD TAG.

1. AMC Storage Activities will --

(1) Ensure that RODs are prepared and submitted as appropriate with the guidance provided in this AMC regulation, AR 735-11-2, and AR 735-5, Policy and Procedures for Property Accountability.

(2) Ensure that RODs against new procurement receipts are prepared and submitted to arrive at the contractor within 60 days of the receipt of materiel.

(3) Receive the ROD inquiries from the ASDAs by E-Mail.

(4) Respond to ASDA inquiries by E-Mail, unless specifically directed to do otherwise.

(5) Receive information copies of RODs from customers.

(6) Maintain the ROD register. (See [appendix A](#).)

(7) Control the ROD processing time.

(8) Forward the ROD inquiry to the appropriate depot element for research. Actions are determined by the discrepancy code, remarks, or instructions furnished by the ASDA.

(9) Take action to resolve discrepancy as outlined in chapter 2.

(10) Process adjustments, when required using the document number that effected the shipment and "ROD" in cc 57-59.

(11) Assist the AMCPSCC in researching unresolved and contested RODs.

CHAPTER 2

PROCESSING REPORT OF DISCREPANCY

2-1. General. The purpose of this chapter is to prescribe ROD processing procedures for the ASDA shipping activities, plants, arsenals, and depots.

a. The ASDAs will reply to all reported RODs and followups regardless of dollar value except RODs processed as information only.

b. Billing adjustments are not authorized for shipping-type RODs not meeting the reporting criteria in AR 735-11-2. A reply with action taken will be forwarded to the customer.

c. All RODs forwarded to depot shipping activities by the ASDAs will be addressed to the Director for Quality Assurance.

d. All E-Mail inquiries (see [appendix E](#), example) to the depots by the ASDAs will authorize the depots to perform research per AMC-R 740-17. Depots will respond to the ASDA within 30 days by E-Mail (see [appendix E](#), example). All E-Mail received from the ASDA requires depot response. E-Mail will contain needed information to conduct an investigation.

e. If the original copy of the ROD is received at a depot, a copy will be held and the original sent to the appropriate ASDA. If the ROD involves the condition of materiel/shipping deficiencies, the depot will take immediate action to preclude recurrence of discrepant shipments.

f. U.S. and grant aid RODs will be processed per AR 735-11-2.

g. FMS RODs will be processed per AR 12-12/DLAR 4140.60/NAVMATINST 4355.72B/AFR 67-7/MCO 4140.1D, Processing Discrepancy Reports Against Foreign Military Sales (FMS) Shipments and any AMC Supplement(s) thereto. The provisions of AR 735-5, and AR 725-50, Requisitioning, Receipt, and Issue System and this regulation are applicable to the extent that the provisions of AR 12-12 as supplemented are not contradicted. The ASDA International Logistics Directorate (ILD) will initially receive all FMS RODs and forward them to the CFC for entry into the DRS and subsequently forward to CIAB for resolution. Information copies of actions taken on FMS RODs will be provided to the ILD. All coordination with USASAC will be accomplished by the ILD. USASAC will inform the FMS customer of the final determination on the RODs. USASAC also acts as the final arbitrator for FMS unresolved and contested RODs.

h. Defense Logistics Agency (DLA) or AMC wholesale receipts from new procurement which are misdirected, having a contract quantity discrepancy exceeding the authorized variance, or requiring clarification as to proper stock/part number or packaging requirements, will be reported using the RRIP procedures as prescribed in chapter 2 (paragraph 2-14).

i. Army Consolidation and Containerization Points (CCP) will participate in the resolution of RODs, on shipments routed through the CCP. CCPs will respond to ASDA inquiries by E-Mail. The timeframe for responding to ROD inquiries will be 30 calendar days.

j. The CCPs will report all obvious discrepancies on receipt of materiel using SF 364. Transportation discrepancies will be reported per AR 55-38, Reporting of Transportation Discrepancies in Shipments, and copy of the report provided to the customer.

k. Upon orderly receipt of General Services Administration (GSA) managed materiel at the CCP, GSA is only responsible for concealed shortage or damage reported by the customer.

l. Discrepancies involving more than one ASDA/item manager will be processed per AR 735-11-2.

m. A \$250 threshold will be used for granting credit to the RODs without research, and the accountable record adjusted to support the credit. RODs exempt from research because of the \$250 threshold will be recorded in the DRS for identification of potential fraud, waste, and abuse.

n. Discrepancy submitted on wrong form will not be returned to the reporting activity. Supply and packaging discrepancy reports received on the wrong form will be worked as if they were on an SF 364. Reports submitted to the incorrect action point will be forwarded to the appropriate action point. Quality Deficiency Reports (QDR) and TDRs received on SF 364 will be forwarded to their appropriate action point.

o. The policy for reimbursement on packaging discrepancies, including FMS customers and shipments of other service/agency managed items from the AMC shipping activities, is as follows:

(1) Because of Operation and Maintenance, Army (OMA) fund constraints, customers/activities must ensure that reimbursement for repackaging costs are provided for packaging actually occurred or scheduled to take place within the same fiscal year.

(2) The source of supply (SOS) must notify the shipping activity in advance, if the packaging required is a higher level than is available at the storage activity.

(3) It is the responsibility of the shipping activity to fund any repackaging which is required at the time of shipment. It is also the shipping activity's responsibility to reimburse the receiving activity for repackaging costs resulting from a validated packaging ROD even if the ASDA has failed to comply with paragraph (2) above. However, if the requisitioner fails to notify the SOS that the materiel is needed for a specific level of pack (i.e., war reserves/contingency stock) the ROD will not be considered valid.

p. RODs received with insufficient information will be entered into the DRS and the needed data will be requested from the reporting activity by telephone or correspondence. If the needed data is not received within 45 days for U.S. RODs, the ROD will be closed in the DRS and the reporting activity notified.

q. RODs submitted to the ASDA that are identified as serious incident reports (SIR) will be identified in block 12 of SF 364. SIRs are reports which meet the requirements per AR 180-11, Physical Security of Arms, Ammunition, and Explosives or AR 190-40, Serious Incident Report. The ASDA will input the ROD data into DRS to be closed on resolution of the SIR.

r. Foreign customers will not be advised to retain discrepant material without approval of the item manager, regardless of dollar value.

s. The SF 364 will be submitted by the receiving activity or the transshipment activity within the time standards established in AR 735-11-2 and AR 735-5.

t. Completed SF 364 and all backup data will be maintained per AR 25-400-2, The Modern Army Recordkeeping System (MARKS). Supply system RODs will be maintained per recordkeeping procedures described in AR 735-5. Packaging and handling RODs will be maintained per recordkeeping procedures described in AR 735-11-2.

2-2. Discrepancy codes C1, C2, or C3 (condition of materiel). a. ASDAs will process these RODs as follows:

(1) Action code 1A, 1D, 1E, or 1F.

(a) Forward the ROD with discrepancy code C1 or C2, to the depot with instructions to research like items and initiate corrective action.

(b) Forward the ROD with discrepancy code C3 to the depot with instructions to check the packaging requirements for the item shipped.

(c) Consideration will be given to transportation cost, cost to repair, etc., versus resale value of the item prior to furnishing disposition instructions. Disposition instructions are provided on item 20 of the SF 364.

(d) Annotate the SF 364, item 21, to inform the reporting activity that a new requisition needs to be submitted if the materiel is still required.

(e) Forward a copy of ROD to the appropriate Finance and Accounting Officer for financial adjustment (see AR 37-12 and DOD 4000.25-7-M). RODs requiring financial adjustment will include a statement that the discrepancy has been verified and that financial adjustment is authorized.

(f) Forward the completed ROD to the reporting activity.

(2) Action code 1B.

(a) For discrepancy code C1 or C2, instruct the depot to research like items and initiate corrective action.

(b) For discrepancy code C3, instruct the depot to check the packaging requirements for the item shipped.

(c) Forward the completed ROD to the reporting activity.

b. The depots will process these RODs as follows:

(1) Research stock on hand as requested by the ASDA.

(2) Reclassify stock, if applicable.

(3) Report results to the appropriate ASDA.

2-3. Discrepancy code D or T series (missing supply documentation or item technical data marking) with action code 1C. a. The ASDA will process these RODs as follows:

(1) Request shipping activity provide missing documentation/information to the customer.

(2) Inform the customer that the shipper will provide the missing documentation/information and to submit a ROD followup if not received. Annotate SF 364 with date data, information provided, and close the ROD.

b. The depot will process these RODs as follows: Provide missing documentation/information to the customer and notify the applicable ASDA with date data was provided.

2-4. Discrepancy code M1 (misdirected materiel). a. The ASDA will process these RODs as follows:

(1) Verify address with DOD 4000.25-6-M, DOD Activity Address Directory (DODAAC).

(2) Verify address on DD Form 1348-1A, if applicable.

(3) Forward the disposition instructions to reporting activity on SF 364, item 23. Also, provide a copy of the ROD to the shipping activity indicated on DD Form 1348-1A.

(4) If the materiel was misdirected to an Army depot, the receipt will be posted to the accountable records and credit authorized to the original customer, if applicable.

(5) If the materiel is misdirected to an activity other than an Army depot, direct shipment to the original customer and provide the appropriate fund code.

b. The depot will process these RODs as information only.

2-5. Discrepancy code 01, 02 or 03 (overage/duplicate shipment). a. ASDAs will obtain document control file (DCF) and financial inventory accounting (FIA) history. Query the National Stock Number Master Data Record (NSNMDR) and process the ROD as follows:

(1) For action code 1A or 1E--

(a) Review above histories to determine if overage or duplicate shipment is reflected.

(b) Request the shipper conduct a research to verify the quantity and update the accountable/custodial balances accordingly.

(c) If materiel is to be returned, establish a due-in using the original requisition number and indicate "ROD" in cc 57-59 of due-in document. Send disposition instructions to the reporting activity on SF 364, item 20.

(2) For action code 1B--

(a) Follow the same procedures outlined in paragraph 2-5a(1) (a) and (b) above.

(b) If records fail to reflect the overage/duplicate shipment, forward the ROD to the depot for research. On receipt of depot response, adjust balances accordingly by processing the Materiel Release Order (MRO) and the Materiel Release Confirmation (MRC) to the transaction history and DCF.

(c) If materiel is to be retained, inform the customer that a financial adjustment will be made as appropriate. Forward the copy of the closed ROD action to the FAO requesting debit billing.

(d) If materiel is to be returned, provide disposition instructions and establish a due-in.

b. The depots will process these RODs for action codes 1A and 1B as follows:

(1) Conduct research to verify quantities and that balances of accountable and custodial records agree.

(2) Process the MRO and MRC to depot custodial transaction files to reflect the overage/duplicate shipment.

(3) Notify the ASDA of action taken.

2-6. Discrepancy code P1, P2, P3, or P4 (packaging discrepancy). a. ASDA Packaging Office will process these RODs as follows:

(1) Discrepancies written on contractor, manufacturer, or vendor will be processed as outlined in chapter 1, paragraph 1-6i and as described below.

(a) Verify validity of discrepancy coordinating with AMCPSCC or USADACS as appropriate.

(b) Determine fault for discrepancy. If the contractor is at fault, obtain corrective action or reimbursement from contractor. If the contract is at fault, change contract or modify requirements.

(c) When applicable, provide the reporting activity with disposition instructions or corrective action taken.

(2) Discrepancies written on materiel shipped from a U.S. activity.

(a) Verify validity of discrepancy.

(b) Provide reporting activity with corrective action or disposition instructions.

(c) Provide shipping activity with proper packaging methods.

b. Depots will process these RODs as follows:

(1) Take appropriate action as directed by the ASDA.

(2) Provide a cost estimate for correction of packaging discrepancy as required.

2-7. Discrepancy code Q1 (product quality deficiencies, applicable to grant aid and FMS shipments only). Refer to AR 12-12 and AMC Supplements for processing RODs applicable to FMS.

2-8. Discrepancy code S1, S2, or S3 (shortage of materiel). a. ASDAs will obtain the DCF and FIA history. Query the NSNMDR and process as follows:

(1) Review above histories to determine shortage validity.

(a) If MRO is not closed, notify reporting activity of the status of the requisition. Close attention will be given to assigned multipack suffix codes to determine shortage.

(b) If MRO is closed, forward the ROD by E-Mail with all available information to the shipping depot. Request research of the shortage and proof of shipment, if available.

(c) If the ROD is valid, initiate corrective action.

(2) If an inventory adjustment was processed subsequent to the issue to the reported activity, adjustment of accountable records may or may not be needed. The adjustment requirement must be based on review of all available data.

(3) If required, notify the FAO to process a credit billing. (See AR 37-12 and DOD 4000.25-7M.)

(4) Use the back of SF 364 to notify the reporting activity of actions taken, including financial adjustment (item 19). Request a new requisition for a shortage, if still required (item 21).

b. Depots will process these RODs as follows:

(1) Research the ROD as requested by the ASDA.

(2) Process appropriate inventory adjustments.

(3) Respond to the ASDA by E-mail as applicable.

(4) Provide the ASDA with copies of proof of shipment, as applicable.

2-9. Discrepancy code W1 or W2 (wrong item). a. ASDAs will obtain the DCF and FIA history. Query the NSNMMDR and process RODs for action codes 1A, 1D, 1E, or 1F as follows:

(1) Review above histories for advice code or exception data in the requisition/MRO advising that a substitute is not acceptable.

(2) Determine if the materiel received is an acceptable substitute.

(3) If the item received by the reporting activity is an unacceptable substitute, note remarks column, block 23 of the SF 364, and forward appropriate disposition instructions.

(4) If a return is authorized, provide the requisitioner with disposition instructions and inform that credit will be granted when the materiel is received at the storage depot. Establish a due-in using the original document number at the receiving depot with "ROD" in cc 57-59.

(5) If the ROD resulted from a shipping depot error or misidentification of the materiel, send a copy of the ROD to the depot and request a research of the like items.

(6) If a wrong item received is to be retained, and the NSN is managed by your ASDA, inform the reporting activity and the FAO of financial adjustments to be made. Make applicable adjustments to the accountable/custodial records for the NSN received and the NSN requisitioned.

(7) When the NSN of the item requisitioned is managed by your ASDA, and the NSN of the item received is managed by another ASDA, request FAO initiate credit for the item not received. Send the ROD reply to the reporting activity and forward the ROD with request for disposition instructions to the ASDA responsible for item received.

b. The depot will process these RODs by researching both NSNs and processing the necessary adjustments. Both ASDAs will be informed of action taken.

2-10. Discrepancy code Z1 or action code 1Z (other discrepancy/other action requested). ASDAs and depots will process the RODs per data furnished in item 12 of the SF 364 remarks section.

2-11. Processing RODs for basic issue items (BII) of major items assemblages when submitted by posts, camps, or stations. a. The ASDA will process these RODs as follows:

(1) Contact the item manager to determine if there is an approved waiver for the shortage. If the shortage was approved, notify the reporting activity when the materiel will be available for shipment.

(2) If the shortage was not authorized, send the ROD to the shipping depot and request a research. If the BII was not shipped, provide the depot with a MRO with a new shipment document number/suffix code and transportation appropriation to be used to effect shipment. Exception data will include the original requisition number and the ROD number.

(3) If research by the depot reveals the BII was shipped complete, request proof of shipment be provided. On verification, notify reporting activity of findings and request a TDR, (SF 361) be submitted.

(4) For shipments from a vendor, the ROD will be forwarded to the contracting officer for action. Attention will be paid to the configuration of sets on the latest component or BII list.

b. The depots will process these RODs as follows:

(1) Conduct research as requested by the ASDA.

(2) Provide legible copies of proof of shipment as required.

(3) Initiate shipment of the BII if found at the depot.

2-12. Processing RODs against materiel returned, to include BII and component of end item (COEI) when returned from posts, camps, or stations.

a. The depot will process these RODs as follows:

(1) When a field unit returns discrepant materiel to a storage activity, the storage activity will prepare a ROD entering the storage

activity's address in block 4, the field unit's address in block 3, and the managing ASDA address in block 15. Block 12 will have the following statement "Request response be provided to the activity in block 15 with a copy furnished to the activity in block 4." For serial numbered items, the serial number of the end item will be entered in block g. The ASDA will be provided a copy of the ROD.

(2) Research and adjust custodial records as requested by the ASDA.

(3) Reply back to the ASDA as requested.

b. The ASDAs will process these RODs as follows:

(1) Obtain DCF, FIA, and Materiel Receipt Document (D6_) history.

(2) Review the copy of the ROD received from the depot and the ROD response from reporting activity as outlined in paragraph 2-12a(1). Verify quantities on the DCF, quantities reported, condition code, and fund code of item(s) reported. When the fund code is DGA or MGA (free issue), no credit is granted. Ensure that the quantity posted as received (D6_) matches the quantity actually received.

(3) If all conditions agree, send the ROD reply to the reporting activity stating the materiel was posted as received. No further action is required.

(4) If any of the above conditions differ, send the ROD to the depot and request that the custodial records be corrected as appropriate. If financial adjustments are required, notify the FAO.

(5) Review histories for automatic return item (ARI). Usually no credit is granted for ARI; however, credit may be granted depending on the item recoverability code.

(6) A suspense file for action required by the depot will be established. On completion of depot action, the ROD will be closed.

(7) When the ROD reports missing BII/COEI on customer returns--

(a) RODs furnished for other than missing items, will be processed as "information only" RODs.

(b) If a customer's response to a ROD is that the item was shipped complete, proof of shipment must be provided (such as applicable logistics intelligence file (LIF) data, Government Bill of Lading/Commercial Bill of Lading (GBL/CBL), United Parcel Post (UPS) slip, etc). On verification, instruct customer to file an SF 361 per AR 55-38.

(c) When the customer's response to a ROD indicates that the item was not shipped complete, or that proof of shipment cannot be provided, the customer will provide the ASDA with a completed DA Form 2544 (Intra-Army

Order for Reimbursable Services), including the fund cite appropriation and two signatures. On receipt at the ASDA, appropriate action will be taken to debit the customer for missing items.

(d) If a reply to any followup is not received or the reply is not satisfactory, the ROD will be contested as an unresolved ROD under the provisions of AR 735-11-2 paragraph V.D.1 and VI.D.6. Army RODs will be sent to the AMCPSCC, ATTN: SDSTO-TP-S, under cover letter, including all details and all backup documentation. If arbitration by AMCPSCC results in a validated ROD, billing procedures will be initiated.

2-13. Processing total package fielding (TPF) RODs. a. The fielding team will prepare and submit the ROD per AR 735-11-2, except the fielding command office will be provided an additional copy of the SF 364.

b. The ASDA will process these RODs as follows:

(1) When an overage/wrong item is received --

(a) The hand-off site receiving the overage or wrong item will contact the fielding officer at the ASDA and request a document number and return instructions.

(b) The fielding officer will notify CIAB and provide the ROD clerk the applicable information concerning the discrepancy.

(c) The ROD clerk will provide the fielding team the document number and shipping instructions for returning the materiel.

(d) The CIAB will establish a due-in with "ROD" in C2 57-53 as outlined in paragraph 2-5(1)(C).

(2) When a shortage is received --

(a) The hand-off site will prepare and submit an SF 364 to the CIAB.

(b) The shortage ROD will be researched as outlined in paragraph 2-8.

(3) Packaging discrepancies for TPF will be processed as outlined in paragraph 2-6.

(4) When applicable, depots will be instructed to research and initiate appropriate corrective action.

c. The depot will process these RODs as follows:

(1) On request from the ASDA, conduct a research and initiate appropriate action.

(2) When the materiel is received, post the receipt using the document number provided by the reporting activity.

2-14. Processing Rapid ROD Interrogation Program (RRIP) RODs. The RRIP is the telephonic reporting and inquiry system used between AMC depots storing DLA materiel and DLA depots storing AMC materiel, and between AMC storage depots and AMC MSCs. This system allows telephonic resolution between the receiving depot and contracting and production personnel on certain types of receipts (misdirected shipments, contract overages, and lack of documentation to determine proper part numbers or packaging requirements) for new procurement from contractors/vendors.

a. A RRIP point of contact (POC) is established at each source of supply. The POC and AUTOVON is provided to DLA, HQ AMC, and DESCOM.

b. RRIP RODs will be processed as follows:

(1) When the depot receives materiel which is misdirected to the wrong depot, a contract overage exceeds the authorized variance, or clarification is needed as to the proper part number or packaging requirements, the materiel is placed in a temporary holding area near the receiving line. (Materiel is not placed in condition code L (litigation) at this time.)

(2) A log is maintained with the following information:

- (a) Contract number.
- (b) Contractor name.
- (c) NSN.
- (d) Contract line item number.
- (e) Quantity received.
- (f) Partial of complete misdirected shipment.

(3) The information is immediately relayed to the RRIP clerk at the AMC ASDA or the DLA center that manages the item.

(4) The RRIP clerk will relay pertinent data to the contract specialist for review. Disposition instructions will be finalized within, 3 working days and the materiel will be placed in condition code L.

(5) The RRIP clerk will relay disposition instructions by telephone to the depot within 3 days.

(6) If the ROD is not resolved under the RRIP, the clerk will instruct the receiving depot to place the materiel in condition code L and submit a SF 364 with the following statement in item 12: "ROD could not be resolved under RRIP."

(7) If the ROD is resolved under the RRIP, the receiving depot will prepare a SF 364 after the resolution action with the following statement in item 12: "Information only, ROD resolved under RRIP." Include resolution action in item 12.

(8) The date from the RRIP SF 3B4 (resolved or unresolved) will be input into DRS.

(9) Discrepancies received from the retail level are excluded from the RRIP.

2-15. RODs against General Service Administration (GSA) and Defense Logistic Agency (DLA) materiel. a. The depot will process these RODs as follows:

(1) On receipt of the discrepant materiel prepare and forward ROD to GSA/DLA as applicable. Block 4 will contain the address of the managing ASDA and block 15 will contain the address of the receiving depot. Provide a copy of the ROD to the managing ASDA. (This is to ensure proper action is taken in an expedient timeframe.)

(2) Research and adjust custodial records as requested by the ASDA.

(3) Notify the ASDA of action taken.

b. The ASDA will review DCF files and process as follows:

(1) Direct depots to process GSA/DLA RODs as in paragraph 2-15a above. Record ROD data in the DRS. On reply from GSA/DLA take appropriate action as directed. Forward the ROD reply to the receiving depot, instruct the depot to make proper adjustments.

(2) Ensure that GSA/DLA RODs are processed within 180 days from the date of shipment. GSA/DLA will not take any action on the ROD received after 180 days.

(3) If the ROD has exceeded 180 days from the date of shipment, obtain item manager's approval for internal adjustments and process as appropriate.

The proponent of this regulation is the United States Army Materiel Command. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to the Commander, HQ AMC, ATTN: AMCSM-MTI, 5001 Eisenhower Avenue, Alexandria, VA 22333-0001.

FOR THE COMMANDER:

OFFICIAL:

WILLIAM B. McGRATH
Major General, USA
Chief of Staff

THOMAS H. DOLAN
Chief, Operations and Systems
Integration Division

DISTRIBUTION:

U.S. ARMY Armament, Munitions, and Chemical Command (50)
U.S. Army Aviation Command (10)
U.S. Army Communications and Electronic Command (10)
U.S. Army Missile Command (20)
U.S. Army Tank-Automotive Command (10)
U.S. Army Troop Support Command (10)
U.S. Army Depot System Command (200)
USAMC System Integration and Management Activity, St. Louis, MO (5)
USAMC System Integration and Management Activity, Chambersburg, PA (5)
USAMC Materiel Readiness Support Activity (5)
USAMC Packaging, Storage, and Containerization Center (5)
USISC-Letterkenny (stockroom) (1000)
AMXDO-SP (stockroom) (50)
AMCSM-MTI (10)

APPENDIX A

MAINTENANCE OF ROD REGISTER FOR DEPOTS

A-1. The depots will establish and maintain a ROD register in a format that will include the following:

- a. Date received at the depot.
- b. Document number of the MRO.
- c. Discrepancy action code.
- d. Date forwarded to action office 1.
- e. Date returned.
- f. Date forwarded to action office 2.
- g. Date returned.
- h. Depot action taken.

A-2. This ROD register will serve as a basic working file for determining the current status of each ROD. It will be maintained in "date received sequence." For ease of locating RODs for status purposes, a cross-reference index file will be maintained. The file will list the date received and the document number of the MRO, which is the control factor.

A-3. This ROD register is the maJor controlling register for all RODs. When the original copy of the ROD or ROD inquiry is received by the depot, it will be forwarded to the Directorate for Quality Assurance (QA) for posting in the control register. As the ROD is processed through other divisions, it will be recorded in separate registers for internal control. Completed RODs will be returned to QA for posting.

A-4. When the requested inquiry is completed, post the ROD register with the completion date and return to the ASDA as follows within 30 calendar days.

APPENDIX B

MAINTENANCE OF ASDA ROD DMN REGISTER

B-1. The ASDA will establish and maintain a DMN register in a format that will include the following:

- a. DMN (See B3 and B4 below).
- b. ROD report number.
- c. NSN.
- d. Date ROD prepared.
- e. Document number.
- f. Date received at the ASDA.
- g. Discrepancy/action code.
- h. Date forwarded to depot.
- i. Date returned from depot.
- j. Date response was provided to customer.

k. Date the ROD was completed and forwarded to AMCPSCC (appendix F). This applies only if a waiver has not been granted by HQ AMC.

B-2. The DMN register and the DRS will serve as the basic working files for determining the current status of each ROD. It will be maintained to ensure ease of locating RODs for status purposes.

B-3. The ROD DMN register and the DRS is the major (controlling) register/system for all RODs. When the original copy of the ROD is received by the ASDA, it will be forwarded to the CFC for posting in the ROD DMN register. As the ROD is processed through other divisions (procurement, product assurance, etc.,) it will be recorded in the directorates for internal control. Completed RODs will be posted to the DRS record with the ASDA action taken and date completed.

B-4. The configuration of the ROD DMN will consist of the 9 digits as follows:

| <u>Position</u> | <u>Code</u> | <u>Explanation</u> |
|-----------------|-------------|--|
| 1 | A | Item ROD from DOD customer. |
| | B | Packaging ROD from DOD customers. |
| | C | Item and packaging ROD from DOD customer. |
| | E | Item ROD from FMS customer. |
| | F | Packaging ROD from FMS customer. |
| | G | Item and packaging ROD from FMS customer. |
| | K | Ammo item ROD from DOD customer. |
| | L | Ammo packaging ROD from DOD customer. |
| | N | Ammo item and packaging ROD from DOD customer. |
| | S | Ammo item ROD from FMS customer. |
| | T | Ammo packaging ROD from FMS customer. |
| | U | Ammo item and packaging ROD from FMS customer. |

| <u>Position</u> | <u>Code</u> | <u>Explanation</u> |
|-----------------|-------------|--------------------|
|-----------------|-------------|--------------------|

| | | |
|---|---|------|
| 2 | 1 | ROD. |
|---|---|------|

| <u>Position</u> | <u>Explanation</u> |
|-----------------|--------------------|
|-----------------|--------------------|

| | |
|---|---|
| 3 | Last digit of the calendar year that the ROD form was received. |
|---|---|

| <u>Position</u> | <u>Code</u> | <u>Explanation</u> |
|-----------------|-------------|--------------------|
|-----------------|-------------|--------------------|

| | | |
|---|---|----------|
| 4 | B | TROSCOM. |
| | G | CECOM. |
| | H | AVSCOM. |
| | K | TACOM. |
| | L | MICOM. |
| | M | AMCCOM. |

| <u>Position</u> | <u>Explanation</u> |
|-----------------|--------------------|
|-----------------|--------------------|

| | |
|-----|--|
| 5-9 | This serial number will start with 00001 each new calendar year. |
|-----|--|

Example of DMN construction:

A DMN assigned of A29L00001 is the result of an item ROD from DOD customer (A) submitted on a SF 364 (2), received in calendar year (CY) 1989 (9), and received by and entered on the MICOM data base (L), this also indicates the first receipt of an item ROD from the DOD-type deficiency record reported on SF 364 in CY 1989 (00001).

APPENDIX C

STANDARD FORM 364

| REPORT OF DISCREPANCY (ROD) | | | | 1. DATE OF PREPARATION | | 2. REPORT NUMBER | | | | | |
|---|----------------------|------------------------------------|--------------------------|--|-------------------|---|-------------|---|--|--|--|
| <input type="checkbox"/> SHIPPING <input type="checkbox"/> PACKAGING | | | | | | | | | | | |
| 3. TO (Name and address, include ZIP Code) | | | | 4. FROM (Name and address, include ZIP Code) | | | | | | | |
| 5a. SHIPPER'S NAME | | | | 5b. NUMBER AND DATE OF INVOICE | | 6. TRANSPORTATION DOCUMENT NUMBER (GBL, Waybill, TCN, etc.) | | | | | |
| 7a. SHIPPER'S NUMBER (Purchase Order/shipment, Contract, etc.) | | 7b. OFFICE ADMINISTERING CONTRACT | | 8. REQUISITIONER'S NUMBER (Requisition, Purchase Request, etc.) | | | | | | | |
| 9. SHIPMENT, BILLING, AND RECEIPT DATA | | | | 10. DISCREPANCY DATA | | | | | | | |
| NSN/PART NUMBER AND NOMENCLATURE (a) | UNIT OF ISSUE (b) | QUANTITY SHIPPED/ BILLED (c) | QUANTITY RECEIVED (d) | QUANTITY (e) | UNIT PRICE (f) | TOTAL COST (g) | CODE (h) | | | | |
| | | | | | | | | | | | |
| 11. ACTION CODE | | | | | | | | | | | |
| 12. REMARKS (Continue on separate sheet of paper if necessary) | | | | | | | | | | | |
| 1 DISCREPANCY CODES | | | | 2 ACTION CODES | | | | | | | |
| CONDITION OF MATERIAL C1 - In condition other than that indicated on release/receipt document C2 - Expired shelf life C3 - Damaged parcel post shipment SUPPLY DOCUMENTATION D1 - Not received D2 - Illegible or mutilated D3 - Incomplete improper or without authority (Only when receipt cannot be properly processed) MISDIRECTED MATERIAL M1 - Addressed to wrong activity OVERAGE/DUPLICATE SHIPMENTS O1 - Quantity in excess of that on receipt document O2 - Quantity in excess of that requested (Other than unit of issue pack) O3 - Quantity duplicates shipment PACKING DISCREPANCY P1 - Improper preservation P2 - Improper packing P3 - Improper marking P4 - Improper utilization | | | | PRODUCT QUALITY DEFICIENCIES Q1 - Deficient material (Applicable to Grant Aid and FMS shipments only) SHORTAGE OF MATERIAL S1 - Quantity less than that on receipt document S2 - Quantity less than that requested (Other than unit of issue pack) S3 - Non-receipt of parcel post shipments ITEM TECHNICAL DATA MARKINGS (i.e., Name Plates, Log Books, Operating Handbooks, Special Instructions, etc.) T1 - Missing T2 - Illegible or mutilated T3 - Precautionary operational markings missing T4 - Inspection data missing or incomplete T5 - Serviceability operating data missing or incomplete T6 - Warranty data missing WRONG ITEM (Identify requested item as a separate copy in Item 9 above) W1 - Incorrect item received W2 - Unacceptable substitute OTHER DISCREPANCIES Z1 - See remarks | | | | 1A - Disposition instructions requested (Reply on reverse) 1B - Material being retained (See remarks) 1C - Supporting supply documentation requested 1D - Material still required expedite shipment (Not applicable to FMS) 1E - Local purchase material to be returned at supplier's expense unless disposition instructions to the contrary are received within 15 days (Reply on reverse) (Not applicable to FMS) 1F - Replacement shipment requested (Not applicable to FMS) 1G - Reshipment not required. Item to be re-requisitioned. 1H - No action required. Information only 1Z - Other action requested (See remarks) | | | |
| 13. FUNDING AND ACCOUNTING DATA | | | | | | | | | | | |
| 14a. TYPED OR PRINTED NAME, TITLE, AND PHONE NUMBER OF PREPARING OFFICIAL | | | | 14b. SIGNATURE | | | | | | | |
| 15. DISTRIBUTION ADDRESSEES FOR COPIES | | | | | | | | | | | |

STANDARD FORM SF 364

CONTINUED

| | | | |
|----------|--|--|--|
| 16. FROM | | 17. DISTRIBUTION ADDRESSEES FOR COPIES | |
| 18. TO | | <p>Use window envelope to mail this document. Print name and address, including ZIP Code, starting the typing space below the line. Each address line must NOT extend beyond right margin. Address must not exceed four single space typing lines.</p> | |

SAMPLE

| | | | |
|--|--|--|---|
| 19. IN ACCORDANCE WITH NOTICE OF DISCREPANCY IN FACE OF THIS FORM | | | |
| a. MATERIAL HAS BEEN <input type="checkbox"/> WILL BE <input type="checkbox"/> SHIPPED | DOCUMENT NUMBER | c. <input type="checkbox"/> NO RECORD OF SHIPMENT. RESUBMIT REPORT TO PROPER OFFICE UNDER APPROPRIATE REGULATION. | |
| b. <input type="checkbox"/> AN ADJUSTMENT IN BILLING HAS BEEN/WILL BE PROCESSED AS A: | <input type="checkbox"/> CREDIT <input type="checkbox"/> DEBIT | d. <input type="checkbox"/> INVOICE BILL ATTACHED | e. <input type="checkbox"/> PROOF OF DELIVERY (Registered Post Shipment) OR EVIDENCE OF SHIPMENT ENCLOSED |
| f. <input type="checkbox"/> AN ADJUSTMENT IN BILLING FOR THE REPORTED DISCREPANCY WILL NOT BE PROCESSED FOR THE FOLLOWING REASON WHICH IS CITED IN THE INDICATED REGULATION. | | | |
| (1) REASON FOR NOT PROCESSING | | (2) PRESCRIBING REGULATION | |
| (a) DISCREPANCY WAS NOT REPORTED WITHIN THE TIME FRAMES ALLOWED AND/OR | | (a) CHAPTER 3 OF THE GSA HANDBOOK, DISCREPANCIES OF DEFICIENCIES IN GSA OR DOD SHIPMENTS, MATERIAL, OR BILLINGS (FPMR 101-26.8) | |
| (b) DOLLAR VALUE DOES NOT MEET THE CRITERIA PRESCRIBED IN THE REGULATION OR AGREEMENT INDICATED IN 19(1)(2) | | (b) CHAP. 2 AND/OR 7 OF DOD 4000.23-7-M, MILITARY STANDARD BILLING SYSTEM (MILSBILLS) AND/OR DD 1513, U.S. DOD OFFER AND ACCEPTANCE, AS APPLICABLE | |
| 20. THE FOLLOWING DISPOSITION IS TO BE MADE OF THE REFERENCED MATERIAL | | | |
| a. <input type="checkbox"/> PROCESS FOR DISPOSAL IN ACCORDANCE WITH SERVICE/AGENCY DIRECTIVES. | b. <input type="checkbox"/> REPRESENTATIVE WILL CALL FOR DISCUSSION CONCERNING DISPOSITION IN: | DAYS | |
| c. <input type="checkbox"/> RETAIN MATERIAL AT NO CHARGE. | d. <input type="checkbox"/> MATERIAL WILL BE PICKED UP IN: | DAYS | |
| e. <input type="checkbox"/> SHIP MATERIAL (Specify location): | | | |
| (1) <input type="checkbox"/> GBL APPROPRIATION CHARGEABLE: | | | |
| (2) <input type="checkbox"/> CHARGES COLLECT-VIA: <input type="checkbox"/> FREIGHT <input type="checkbox"/> EXPRESS <input type="checkbox"/> PARCEL POST | | | |
| (3) <input type="checkbox"/> PARCEL POST LABEL ATTACHED (4) <input type="checkbox"/> FREIGHT PREPAID | | | |
| IF _____ postage advanced herewith. NOTE: Please enclose postage. Material cannot be returned Parcel Post collect. | | | |
| f. <input type="checkbox"/> OTHER (Specify) | | | |
| 21. <input type="checkbox"/> IF MATERIAL IS STILL REQUIRED, SUBMIT NEW REQUISITION | | 22. <input type="checkbox"/> REPLACEMENT WITH SATISFACTORY MATERIAL WILL BE MADE ON OR BEFORE: | |
| | | DATE | |
| 23. REMARKS (Continue on separate sheet of paper if necessary) | | | |
| 24a. TYPED OR PRINTED NAME AND PHONE NUMBER OF PREPARING OFFICIAL | | 24b. SIGNATURE | |
| | | 24c. DATE | |

APPENDIX D
 DECISION LOGIC TABLE FOR SUBMISSION
 OF SHIPPING-TYPE ITEM DISCREPANCY

| SHIPPING-TYPE DISCREPANCIES | COST PER LINE ITEM | THEN |
|--|--|------------------------------|
| Shortages/Overages. | In excess of \$100.00* | Prepare SF 364 (shipping) |
| Erroneous materiel, unacceptable substitutes, or duplicate shipments. | Regardless of dollar value | Prepare SF 364 (shipping) |
| Materiel received on a canceled (confirmed only) requisition. A copy of the confirmation of cancellation is required. | In excess of \$100.00* | Prepare SF 364 (shipping) |
| In condition other than indicated on shipping document. | In excess of \$100.00* | Prepare SF 364 (shipping) |
| Item on which the shelf- life has expired. | In excess of \$100.00* | Prepare SF 364 (shipping) |
| Misdirected shipments. | Regardless of dollar value | Prepare SF 364 (shipping) |
| Missing or improper supply documentation. Inadequate technical data. | Regardless of dollar value | Prepare SF 364 (shipping) |
| Parcel post shipments which are received in a damaged condition. | In excess of \$100.00* | Prepare SF 364 (shipping) |
| Materiel received for repair which has been cannibalized of nonexpendable parts or components (including cannibal- ization of nonexpendable BII) without the authorization of the inventory manager. (Expendable and durable BII are excluded from the above.) | Is equal to or greater than \$100.00* | Prepare SF 364 (shipping) |

| SHIPPING-TYPE DISCREPANCIES | COST PER LINE ITEM | THEN |
|--|---------------------------------------|---------------------------|
| Repetitive discrepancies detected at time of receipt. | Regardless of dollar value | Prepare SF 364 (shipping) |
| Materiel returns that meet the aforementioned criteria. | Is equal to or greater than \$100.00* | Prepare SF 364 (shipping) |
| Reutilization and marketing shipments that meet the aforementioned criteria. | Is equal to or greater than \$100.00* | Prepare SF 364 (shipping) |

*For hazardous materials there is no dollar amount.

Shipments from contractors, manufacturers, or vendors will be reported regardless of dollar value.

Discrepancies pertaining to classified materiel or protected items will be reported regardless of dollar value. SF 364 will not be submitted for shortages/overages found in shipments to defense reutilization and marketing activities.

DECISION LOGIC TABLE FOR SUBMISSION
OF PACKAGING DISCREPANCY

PACKAGING ROD

| If package is -- | And item is ** ----- | And cost to repair/replace repackage is ----- | And probable cause is ----- | Then ---- | Prescribing document ----- |
|----------------------------|--|--|--|----------------------------------|----------------------------------|
| Damaged | Damaged | Over \$50* | Faulty pack- aging | Prepare SF 364 (packaging) | AR 735-11-2 |
| Damaged | OK | Over \$50* | Faulty pack- aging or change in logistics system | Prepare SF 364 (packaging) | AR 735-11-2 |
| Adequate | Improved unitiza- tion re- quired | Any amount | Change in logistics system | Prepare SF 364 (packaging) | AR 735-11-2 |
| Incor- rectly marked | Any com- modity | Any amount | Any reason | Prepare SF 364 (packaging) | AR 735-11-2 |
| Adequate | Quality defi- ciency | Any amount | Manufacturer | Prepare SF 368 | AR 702-7 |
| Damaged | Damaged | Over \$50 | Carrier- related | Prepare SF 361 | AR 55-38 |
| Adequate | Short/ over | Over \$50 | Carrier- related | Prepare SF 361 | AR 55-38 |

*For hazardous materials there is no dollar amount.

**If item is greater than \$2,500, prepare SF 364 / SF 361 as appropriate, regardless of cost to repair/replace packaging.

Note. Reference to forms other than SF 364 (SF 361 (Transportation Discrepancy Report)) and SF 368 (Product Quality Deficiency Report (Category II)) are for general information only and are not all inclusive. For detailed description on use of forms other than SF 364, the prescribing document will be consulted.

APPENDIX E

ROD INQUIRY ELECTRONIC MAIL (E-MAIL)

(EXAMPLE)

RECEIVED:

FROM:

TO:

SUBJ: ARMY REPORT OF DISCREPANCY (ROD)

- A. DMN/ROD NUMBER _____ NSN _____ DOC _____
- B. AR 735-11-2, REPORT OF ITEM AND PACKAGING DISCREPANCIES

1. THIS CMD IS IN RECEIPT OF REF ROD FROM

2. THE FOLLOWING INFORMATION IS PROVIDED FOR RESEARCH

- A. ORIGINAL REQUISITION WAS FOR _____.
- B. CUSTOMER REPORTED _____.
- C. DOLLAR VALUE OF ROD _____.

3. ON COMPLETION OF RESEARCH, REQUEST THE FOLLOWING INFORMATION BE PROVIDED THIS CMD.

- A. PHYSICAL COUNT.
- B. CUSTODIAL BALANCE.
- C. DATE OF LAST INVENTORY GAIN/LOSS.
- D. QUANTITY OF LAST INVENTORY GAIN/LOSS.

4. FURTHER REQUEST THE FOLLOWING SHIPPING DOCUMENTATION BE PROVIDED

- A. LEGIBLE GBL/CBL (ALL PAGES).
- B. LEGIBLE UPS DOCUMENTATION, TO INCLUDE TRUCKER'S LOG SHEET.
- C. LEGIBLE DD FORM 1348-1A. (ALL PAGES IF A LEAD TCN IS INVOLVED)
- D. GENERAL SUPPLY SHIPMENT PLANNING WORKSHEET.
- E. PACKING LIST, IF APPLICABLE.

5. THESE ACTIONS WILL BE COMPLETED WITHIN 30 WORKING DAYS PER AR 735-11-2 AND REQUIRED AT THIS CMD NLT _____.

6. POC (INCLUDE NAME, OFFICE SYMBOL, AND AUTOVON).

ROD RESPONSE ELECTRONIC MAIL (E-MAIL)

(EXAMPLE)

RECEIVED:

FROM:

TO:

SUBJ ARMY REPORT OF DISCREPANCY (ROD)

A. DMN/ROD _____ NSN _____ DOC _____

B. 141234Z AUG 87

1. RESEARCH HAS BEEN COMPLETED ON REFERENCED MESSAGE AND THE FOLLOWING INFORMATION IS PROVIDED FOR EACH ROD AS FOLLOWS.

(a) PHYSICAL COUNT (1)
(2)
(3)
(4)

(b) CUSTODIAL BALANCE (1)
(2)
(3)
(4)

(c) DATE OF LAST INVENTORY GAIN/LOSS (1)
(2)
(3)
(4)

(d) QUANTITY OF LAST INVENTORY GAIN/LOSS (1)
(2)
(3)
(4)

2. THE FOLLOWING SHIPPING INFORMATION WILL BE PROVIDED FOR EACH ROD AS FOLLOWS UNDER SEPARATE COVER:

(a) ALL PAGES OF GBL/CBL _____ OR UPS DOCUMENTATION TO INCLUDE TRUCKER'S LOG SHEET (WHICHEVER IS APPLICABLE)

(b) ALL PAGES OF DD FORM 1348-1A TO INCLUDE THE LEAD TCN.

(c) ALL SUPPLY SHIPMENT PLANNING WORKSHEETS AS APPLICABLE.

(d) ALL PACKING LISTS AS APPLICABLE.

3. POC (INCLUDE NAME, OFFICE SYMBOL, AND AUTOVON).

APPENDIX F

INSTRUCTIONS FOR SUBMITTING COMPLETED/INFORMATION RODS TO AMCPSCC

A legible copy of each completed SF 364 will be forwarded to the AMCPSCC at the address and within the timeframes indicated below:

a. Director

AMC Packaging, Storage, and Containerization Center
ATTN: SDSTO-TP-S (CERROD)
Tobyhanna, PA 18466-5097

b. A legible copy of each ROD completed between--

(1) The 1st and 15th day of the month is to be received at AMCPSCC by the 25th day of the same month.

(2) The 16th and last day of the month is to be received at AMCPSCC by the 10th day of the following month.

c. For information only RODs which are received and no further action is required, a legible copy will be sent to AMCPSCC according to the following timeframe when the receipt date is between --

(1) The 1st and 15th day of the month. The RODs are to be received at AMCPSCC by the 25th day of the same month.

(2) The 16th and the last day of the month. The RODs are to be received at AMCPSCC by the 10th day of the following month.

AMC-R 735-5

APPENDIX G

REFERENCES

Section I. REQUIRED PUBLICATIONS

| | |
|---|--|
| AMC-R 740-17 | Inventory Accountability |
| AR 25-400-2 | The Modern Army Recordkeeping System |
| AR 37-12 | The Interfund Billing System |
| AR 725-50 | Requisitioning, Receipt1 and Issue System |
| AR 735-11-2/DLAR 4140.55. NAVMATINST 4355.73B/ AFR 400.54/MCO 4430.3H | Reporting of Item and Packaging Discrepancies |
| DOD 4000.25-6-M | DOD Activity Address Directory (DODAAD) |
| DOD 4000.25-7-M | Military Standard Billing System (MILSBILLS) |

AMC-R 735-5

Section II. RELATED PUBLICATIONS

| | |
|---|--|
| AR 12-12/DLAR 4140.6/ NAVMATINST 4355.72B AFR 67/7/MCO 4140.1D | Processing Discrepancy Reports Against Foreign Military Sales (FMS) Shipments |
| AR 55-38/DLAR 4500.15/ NAVSUPINST 4610.33c/ AFR 75-18/MCO P4610.19D | Reporting of Transportation Discrepancies in Shipments |
| AR 190-11 | Physical Security of Arms, Ammunition and Explosives |
| AR 190-40 | Serious Incident Report |
| AR 700-142 | Materiel Release, Fielding and Transfer |
| AR 702-7 | Reporting of Product Quality Deficiencies Across Component Lines |
| AR 735-5 | Policy and Procedures for Property Accountability |
| AR 740-26 | Physical Inventory Control |
| DA Pamphlet 700-142 | Instructions for Materiel Release, Fielding and Transfer |
| DARCOM-R (AMC-R) 710-1 | Adjustments |
| DARCOM-R (AMC-R) 740-20 | Receiving (General Supplies) |
| DOD 4140.29M | Defense Automatic Addressing System |

GLOSSARY

Section I. ACRONYMS

ACO - Administrative Contracting Officer

ADSM - Automated Data Systems Manual

AMC - Army Materiel Command

AMC PSCC - AMC Packaging, Storage and Containerization Center

ARI - Automatic Return Item

ASDA - Accountable Supply Distribution Activity

AUTODIN - Automatic Digital Network

AUTOVON - Automatic Voice Network

BII - Basic Issue Item

CBL - Commercial Bill of Lading

CCP - Consolidation and Containerization Point

CERROD - Central Repository for ROD Data

CFC - Customer Feedback Center

CIAB - Central Inventory Accounting Branch

COEI - Component of End Item

DA - Department of the Army

DCF - Document Control File

DESCOM - U.S. Army Depot System Command

DLA - Defense Logistics Agency

DMM - Directorate for Materiel Management

DMN - Document Management Number

DODAAC - Department of Defense Activity Address Code

DOLI - Date of Last Inventory

DPP - Directorate for Procurement and Production
DRS - Deficiency Reporting System
E-Mail - Electronic Mail
FAO - Financial Accounting Office
FCG - Functional Coordinating Group
FIA - Financial Inventory Accounting
FMS - Foreign Military Sales
GBL - Government Bill of Lading
GSA - General Services Administration
ICP - Inventory Control Point
ILD - International Logistics Directorate
LIF - Logistic Intelligence File
MARKS - Modern Army Recordkeeping System
MRC - Materiel Release Confirmation
MRO - Materiel Release Order
MRSA - U.S. AMC Materiel Readiness Support Activity
NSN - National Stock Number
NSNMDR - National Stock Number Master Data Record
OCONUS - Outside Continental United States
OMA - Operation and Maintenance, Army
POC - Point of Contact
PPP - Package Processing Point
QA - Quality Assurance
QAD - Quality Assurance Division
QDR - Quality Deficiency Report

ROD - Report of Discrepancy

RRIP - Rapid ROD Interrogation Program

SICC - Service Item Control Center

SIR - Serious Incident Report

SOS - Source of Supply

TAG - Technical Advisory Group

TCN - Transportation Control Number

TDR - Transportation Discrepancy Report

TPF - Total Package Fielding

UMFP - Unit Materiel Fielding Point

UPS - United Parcel Service

USADACS - US Army Defense Ammunition Center and School

USASAC - US Army Security Affairs Command

Section II. TERMS

Action activity. Any activity required to take action as a result of a ROD, e.g., inventory control point contract administration office or packaging control point.

Central Repository for ROD Data (CERROD). An information point at the AMC Packaging, Storage, and Containerization Center, Tobyhanna, PA 18466-5097. The functions of the repository are to collect, maintain and analyze ROD information for the purpose of improving related areas of the supply system.

Classified materiel. Official information of the materiel which has been determined to require, in the national interest, protection against unauthorized disclosure and which has been so designated.

Deficiency Reporting System. Serves as a repository of data for management functions and accounting device for materiel and logistic support deficiency.

Duplicate shipment. A shipment which corresponds exactly to a previous shipment.

Hazardous materiel. A substance or materiel which has been determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce and which has been so designated.

Incorrect item. An item received in lieu of the item requisitioned. This is an erroneous item shipped due to shipper error and not an intended interchangeable/substitute item.

Interchangeable item. Interchangeability is a condition which exists when two or more items possess functional and physical characteristics equivalent in performance and durability. They are capable of being exchanged one for the other without alteration of the items themselves or of adjoining items, except for adjustment, and without selection for fit and performance. It includes capability of two or more items or components of equipment to replace each other in a physical or functional environment with negligible modification or loss of efficiency.

Overage/Shortage. a. Overage/shortage is when the quantity received is greater or less than shown on the shipping document. This type of discrepancy is not evident on delivery. It is discovered when the article of freight is opened and the contents are checked. This is considered a shipping-type discrepancy.

b. Transportation-type discrepancies reportable under AR 55-38 are--

(1) Overages/shortages of boxes, packages, or loose articles of freight in a SEAVAN, MILVAN, MSCVAN, RAW trailer, or a CONEX.

(2) Packaged or loose freight in excess of or less than the quantity of articles recorded on the bill of lading or transportation document covering the shipment.

Packaging discrepancy. Any deficient condition due to improper packaging. This packaging must cause risk of loss, delay, or damage of the item. It may also cause unnecessary cost to the U. S. Government as in excessive packaging.

Product quality deficiency. A defect or nonconforming condition which limits or prohibits the materiel from fulfilling its intended purpose; reworked or new materiel which is unsatisfactory due to a quality defect, workmanship, or manufacture; or materiel which does not conform to the technical requirements in the technical data package or contract. Product quality deficiencies are reported on the SF 368 (Product Quality Deficiency Report) except when generated on grant aid or FMS shipments. Only in the case of grant aid or FMS are quality deficiencies reported on the SF 364s and processed as indicated in paragraph 1-4b of this regulation.

Reporting activity. Activity submitting the ROD.

Shelf-life item. An item with deteriorative or unstable features. A storage time period must be assigned to assure that it will perform as intended in service.

Shipment. The movement of materiel from origin to destination by any mode.

Shipper. Any organization that furnishes materiel to a carrier for movement. The shipper may be a military organization, Government agency, manufacturer, or vendor.

Shipping-type discrepancy. Any difference in quantity or condition of materiel received from (DOD shipments only) that is shown on the authorized shipping documents. Shipping documents are GSA or DD Form 1348-1 (DOD Single Line Item Release/Receipt Document), purchase order, or other shipping document. This type error includes lost or damaged parcel post shipments or other discrepancies not the result of a transportation error.

Substitute item. An item authorized for issue instead of a standard item. (For GSA shipment, block T of GSA DD Form 1348-1 will contain the words "substitute stock.")